

Glenda R. Weibel  
Staff Advocate  
Qwest Communications  
International Inc.

1600 7<sup>th</sup> Avenue  
Suite 1810  
Seattle, WA 98191  
206-346-9428



***FILED VIA ECFS***

May 3, 2010

Ms. Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12<sup>th</sup> Street, S.W.  
Washington, DC 20554

RE: Qwest ONA Nondiscrimination Report  
CC Docket No. 88-2, Phase 1, CC Docket No. 96-128

Dear Ms. Dortch:

Pursuant to the Federal Communications Commission's (Commission) *Orders*<sup>1</sup> concerning Qwest Corporation's (Qwest) Open Network Architecture (ONA) Plans, Qwest hereby submits its ONA Nondiscrimination Report for the first quarter of 2010. This report includes both provisioning and maintenance results, and is broken down into the categories as mandated by the Commission in its *MO&O on Reconsideration*, Appendix B.

This report also includes the categories of Public Access Lines in accordance with the *Report and Order* implementing Section 276 of the Telecommunications Act of 1996.

Qwest is filing this report via the Commission's Electronic Comment Filing System in the above-mentioned proceedings.

Please contact me if you have any questions.

Sincerely,

/s/ Glenda Weibel

Copy to: Christina Parker (via e-mail at [christina.parker@fcc.gov](mailto:christina.parker@fcc.gov))

Attachment

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<sup>1</sup> See *In the Matter of Filing and Review of Open Network Architecture Plans*, Memorandum Opinion and Order, 5 FCC Rcd. 3103 (1990) and *Memorandum Opinion and Order on Reconsideration*, 5 FCC Rcd. 3084 (1990) ("MO&O on Reconsideration"). Also see, *In the Matter of Implementation of the Pay Telephone Reclassification and Compensation Provisions of the Telecommunications Act of 1996*, Report and Order, 11 FCC Rcd. 20541 (1996) ("Report and Order"), vacated in part, *Illinois Pub. Telecom Assoc. v. FCC*, 123 F.3d 693 (D.C. Cir. 1997).

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>		<b>ALL OTHERS</b>	
A1 - Business				
Total Orders	116,640	Average Interval	73,521	Average Interval
Due Dates Missed	592	(In Days)	501	(In Days)
% Due Dates Missed	0.51%	3	0.68%	9
		0		0
A2 - PBX				
Total Orders	222	Average Interval	2,327	Average Interval
Due Dates Missed	3	(In Days)	59	(In Days)
% Due Dates Missed	1.35%	7	2.54%	7
		1		5
A3 - Centrex				
Total Orders	4,928	Average Interval	3,217	Average Interval
Due Dates Missed	113	(In Days)	52	(In Days)
% Due Dates Missed	2.29%	4	1.62%	5
		1		0
A4 - WATS				
Total Orders	62	Average Interval	942	Average Interval
Due Dates Missed	0	(In Days)	2	(In Days)
% Due Dates Missed	0.00%	3	0.21%	5
		1		0
A5 - Mobile				
Total Orders	1	Average Interval	2	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	3	0.00%	3
		No Activity		No Activity
A6 - Feature Group A				
Total Orders	No Activity	Average Interval	21	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	4.76%	7
		No Activity		6
A7 - Foreign Exchange				
Total Orders	26	Average Interval	66	Average Interval
Due Dates Missed	0	(In Days)	1	(In Days)
% Due Dates Missed	0.00%	2	1.52%	2
		3		1

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 1 2010**

AFFILIATE			ALL OTHERS	
B1 - Feature Group B				
Total Orders	No Activity	Average Interval	22	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	19
		No Activity		15
B2 - Feature Group D				
Total Orders	No Activity	Average Interval	951	Average Interval
Due Dates Missed	No Activity	(In Days)	76	(In Days)
% Due Dates Missed	No Activity	No Activity	7.99%	23
		No Activity		21
B3 - DID				
Total Orders	98	Average Interval	1,276	Average Interval
Due Dates Missed	17	(In Days)	308	(In Days)
% Due Dates Missed	17.35%	14	24.14%	22
		7		7

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 1 2010**

AFFILIATE			ALL OTHERS	
C1 - Packet DDD Line				
Total Orders	No Activity	Average Interval	7	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	1
		No Activity		No Activity
C2 - Packet Synchronous Access				
Total Orders	No Activity	Average Interval	2,129	Average Interval
Due Dates Missed	No Activity	(In Days)	344	(In Days)
% Due Dates Missed	No Activity	No Activity	16.16%	18
		No Activity		6
C3 - Packet Asynchronous Access				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 1 2010**

AFFILIATE			ALL OTHERS	
D1 - Protective Alarm				
Total Orders	6	Average Interval	61	Average Interval
Due Dates Missed	0	(In Days)	0	(In Days)
% Due Dates Missed	0.00%	2	0.00%	2
		No Activity		No Activity
D2 - Protective Relay				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
D3 - Control Circuit				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 1 2010**

AFFILIATE			ALL OTHERS	
E1 - Telegraph 75 Baud				
Total Orders	No Activity	Average Interval	7	Average Interval
Due Dates Missed	No Activity	(In Days)	2	(In Days)
% Due Dates Missed	No Activity	No Activity	28.57%	7
		No Activity		No Activity
E2 - Telegraph 150 Baud				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 1 2010**

AFFILIATE			ALL OTHERS	
F1 - Voice, Non-Switched Line				
Total Orders	No Activity	Average Interval	4	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	5
		No Activity		3
F2 - Voice, Switched Line				
Total Orders	2	Average Interval	244	Average Interval
Due Dates Missed	0	(In Days)	51	(In Days)
% Due Dates Missed	0.00%	4	20.90%	13
		No Activity		4
F3 - Voice, Switched Trunk				
Total Orders	No Activity	Average Interval	425	Average Interval
Due Dates Missed	No Activity	(In Days)	45	(In Days)
% Due Dates Missed	No Activity	No Activity	10.59%	16
		No Activity		12
F4 - Voice and Tone, Radio Land Line				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
F5 - Data, Low Speed				
Total Orders	No Activity	Average Interval	10	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	10.00%	11
		No Activity		No Activity
F6 - Basic Data and Voice				
Total Orders	No Activity	Average Interval	397	Average Interval
Due Dates Missed	No Activity	(In Days)	74	(In Days)
% Due Dates Missed	No Activity	No Activity	18.64%	18
		No Activity		3
F7 - Voice/Data PSN Access Tie Trunk				
Total Orders	No Activity	Average Interval	12	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	14
		No Activity		No Activity
F8 - Voice/Data SSN Access				
Total Orders	No Activity	Average Interval	34	Average Interval
Due Dates Missed	No Activity	(In Days)	4	(In Days)
% Due Dates Missed	No Activity	No Activity	11.76%	15
		No Activity		No Activity
F9 - Voice/Data SSN Intermachine Trunk				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

F10 - Data Extension, Voice Grade

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

F11 - Voice Grade Telephoto and Facsimile

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

F12 - Protective Relay, Voice Grade

Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 1 2010**

AFFILIATE			ALL OTHERS	
G1 - Program Audio, 200-3500 Hz				
Total Orders	No Activity	Average Interval	4	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	4
		No Activity		No Activity
G2 - Program Audio, 100-5000 Hz				
Total Orders	No Activity	Average Interval	1	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	100.00%	10
		No Activity		No Activity
G3 - Program Audio, 50-8000 Hz				
Total Orders	No Activity	Average Interval	6	Average Interval
Due Dates Missed	No Activity	(In Days)	4	(In Days)
% Due Dates Missed	No Activity	No Activity	66.67%	12
		No Activity		No Activity
G4 - Program Audio, 50-15000 Hz				
Total Orders	No Activity	Average Interval	9	Average Interval
Due Dates Missed	No Activity	(In Days)	3	(In Days)
% Due Dates Missed	No Activity	No Activity	33.33%	66
		No Activity		No Activity

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 1 2010**

AFFILIATE			ALL OTHERS	
H1 - TV Channel 1 Way 15 kHz Audio				
Total Orders	No Activity	Average Interval	55	Average Interval
Due Dates Missed	No Activity	(In Days)	18	(In Days)
% Due Dates Missed	No Activity	No Activity	32.73%	42
		No Activity		8
H2 - TV Channel 1 Way 5 kHz Audio				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 1 2010**

AFFILIATE			ALL OTHERS	
I1 - Digital Voice Circuit				
Total Orders	No Activity	Average Interval	12	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	6
		No Activity		No Activity
I2 - Digital Data, 2.4 kbps				
Total Orders	No Activity	Average Interval	No Activity	Average Interval
Due Dates Missed	No Activity	(In Days)	No Activity	(In Days)
% Due Dates Missed	No Activity	No Activity	No Activity	No Activity
		No Activity		No Activity
I3 - Digital Data, 4.8 kbps				
Total Orders	No Activity	Average Interval	1	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	24
		No Activity		No Activity
I4 - Digital Data, 9.6 kbps				
Total Orders	No Activity	Average Interval	61	Average Interval
Due Dates Missed	No Activity	(In Days)	12	(In Days)
% Due Dates Missed	No Activity	No Activity	19.67%	14
		No Activity		5
I5 - Digital Data, 56 kbps				
Total Orders	No Activity	Average Interval	5	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	61
		No Activity		3

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.



**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 1 2010**

AFFILIATE			ALL OTHERS	
J1 - Dedicated Hicap Digital, 1.544 mbps				
Total Orders	55	Average Interval	43,611	Average Interval
Due Dates Missed	5	(In Days)	4,164	(In Days)
% Due Dates Missed	9.09%	10	9.55%	14
		7		5

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 1 2010**

AFFILIATE			ALL OTHERS	
K1 - Dedicated Hicap Digital, 3.152 mbps				
Total Orders	No Activity	Average Interval	38	Average Interval
Due Dates Missed	No Activity	(In Days)	12	(In Days)
% Due Dates Missed	No Activity	No Activity	31.58%	16
		No Activity		8
K2 - Dedicated Hicap Digital, 6.312 mbps				
Total Orders	No Activity	Average Interval	4	Average Interval
Due Dates Missed	No Activity	(In Days)	1	(In Days)
% Due Dates Missed	No Activity	No Activity	25.00%	32
		No Activity		No Activity
K3 - Dedicated Hicap Digital, 44.736 mbps				
Total Orders	10	Average Interval	2,918	Average Interval
Due Dates Missed	0	(In Days)	575	(In Days)
% Due Dates Missed	0.00%	6	19.71%	21
		No Activity		5
K4 - Dedicated Hicap Digital, >45 mbps				
Total Orders	1	Average Interval	229	Average Interval
Due Dates Missed	1	(In Days)	38	(In Days)
% Due Dates Missed	100.00%	13	16.59%	14
		No Activity		16

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Installation Detail Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>		<b>ALL OTHERS</b>	
L1 - Smart PAL				
Total Orders	No Activity	Average Interval	44	Average Interval
Due Dates Missed	No Activity	(In Days)	0	(In Days)
% Due Dates Missed	No Activity	No Activity	0.00%	2
		No Activity		1
L2 - Basic PAL				
Total Orders	1	Average Interval	1,500	Average Interval
Due Dates Missed	0	(In Days)	4	(In Days)
% Due Dates Missed	0.00%	0	0.27%	1
		No Activity		1

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The first Average Interval calculation includes all orders for this service classification, both customer and company negotiated and all missed appointments. The second Average Interval calculation excludes orders with customer-driven due dates.

**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
A1 - Business		
Total Tickets	2	7
Average Interval in Hrs/Mns	1:53	2:36
A2 - PBX		
Total Tickets	12	160
Average Interval in Hrs/Mns	4:11	3:26
A3 - Centrex		
Total Tickets	10	25
Average Interval in Hrs/Mns	2:01	3:09
A4 - WATS		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
A5 - Mobile		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
A6 - Feature Group A		
Total Tickets	No Activity	6
Average Interval in Hrs/Mns	No Activity	4:17
A7 - Foreign Exchange		
Total Tickets	5	51
Average Interval in Hrs/Mns	7:05	6:54

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
B1 - Feature Group B		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
B2 - Feature Group D		
Total Tickets	No Activity	77
Average Interval in Hrs/Mns	No Activity	2:10
B3 - DID		
Total Tickets	4	143
Average Interval in Hrs/Mns	1:29	5:46

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
C1 - Packet DDD Line		
Total Tickets	No Activity	1
Average Interval in Hrs/Mns	No Activity	0:43
C2 - Packet Synchronous Access		
Total Tickets	No Activity	64
Average Interval in Hrs/Mns	No Activity	1:53
C3 - Packet Asynchronous Access		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
D1 - Protective Alarm		
Total Tickets	No Activity	7
Average Interval in Hrs/Mns	No Activity	1:29
D2 - Protective Relay		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
D3 - Control Circuit		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
E1 - Telegraph 75 Baud		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
E2 - Telegraph 150 Baud		
Total Tickets	No Activity	1
Average Interval in Hrs/Mns	No Activity	5:45

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
F1 - Voice, Non-Switched Line		
Total Tickets	No Activity	11
Average Interval in Hrs/Mns	No Activity	1:44
F2 - Voice, Switched Line		
Total Tickets	52	549
Average Interval in Hrs/Mns	3:03	4:59
F3 - Voice, Switched Trunk		
Total Tickets	16	271
Average Interval in Hrs/Mns	1:22	2:57
F4 - Voice and Tone, Radio Land Line		
Total Tickets	No Activity	14
Average Interval in Hrs/Mns	No Activity	3:15
F5 - Data, Low Speed		
Total Tickets	1	17
Average Interval in Hrs/Mns	2:54	3:36
F6 - Basic Data and Voice		
Total Tickets	4	770
Average Interval in Hrs/Mns	2:25	3:24
F7 - Voice/Data PSN Access Tie Trunk		
Total Tickets	No Activity	6
Average Interval in Hrs/Mns	No Activity	6:46
F8 - Voice/Data SSN Access		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F9 - Voice/Data SSN Intermachine Trunk		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F10 - Data Extension, Voice Grade		
Total Tickets	No Activity	6
Average Interval in Hrs/Mns	No Activity	4:25
F11 - Voice Grade Telephoto and Facsimile		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
F12 - Protective Relay, Voice Grade		
Total Tickets	No Activity	6
Average Interval in Hrs/Mns	No Activity	7:34

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
G1 - Program Audio, 200-3500 Hz		
Total Tickets	No Activity	4
Average Interval in Hrs/Mns	No Activity	4:36
G2 - Program Audio, 100-5000 Hz		
Total Tickets	No Activity	5
Average Interval in Hrs/Mns	No Activity	2:10
G3 - Program Audio, 50-8000 Hz		
Total Tickets	4	18
Average Interval in Hrs/Mns	5:07	3:58
G4 - Program Audio, 50-15000 Hz		
Total Tickets	No Activity	28
Average Interval in Hrs/Mns	No Activity	2:54

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
H1 - TV Channel 1 Way 15 kHz Audio		
Total Tickets	No Activity	3
Average Interval in Hrs/Mns	No Activity	7:20
H2 - TV Channel 1 Way 5 kHz Audio		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
I1 - Digital Voice Circuit		
Total Tickets	No Activity	6
Average Interval in Hrs/Mns	No Activity	1:51
I2 - Digital Data, 2.4 kbps		
Total Tickets	No Activity	10
Average Interval in Hrs/Mns	No Activity	1:21
I3 - Digital Data, 4.8 kbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
I4 - Digital Data, 9.6 kbps		
Total Tickets	No Activity	26
Average Interval in Hrs/Mns	No Activity	3:51
I5 - Digital Data, 56 kbps		
Total Tickets	No Activity	646
Average Interval in Hrs/Mns	No Activity	2:53

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
J1 - Dedicated Hicap Digital, 1.544 mbps		
Total Tickets	134	12,885
Average Interval in Hrs/Mns	3:16	2:59

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
K1 - Dedicated Hicap Digital, 3.152 mbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
K2 - Dedicated Hicap Digital, 6.312 mbps		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
K3 - Dedicated Hicap Digital, 44.736 mbps		
Total Tickets	2	339
Average Interval in Hrs/Mns	2:39	2:13
K4 - Dedicated Hicap Digital, >45 mbps		
Total Tickets	No Activity	162
Average Interval in Hrs/Mns	No Activity	8:08

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**Quarterly ONA Maintenance Report**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
L1 - Smart PAL		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
L2 - Basic PAL		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity

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**Quarterly ONA Maintenance Report - Tickets with Due Dates**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
A1 - Business		
Total Tickets	21,096	18,368
Average Interval in Hrs/Mns	16:15	17:10
Due Dates Missed	2,448	2,295
% Due Dates Missed	11.60%	12.49%
A2 - PBX		
Total Tickets	59	322
Average Interval in Hrs/Mns	13:47	15:13
Due Dates Missed	7	56
% Due Dates Missed	11.86%	17.39%
A3 - Centrex		
Total Tickets	883	725
Average Interval in Hrs/Mns	18:50	18:32
Due Dates Missed	127	98
% Due Dates Missed	14.38%	13.52%
A4 - WATS		
Total Tickets	No Activity	1
Average Interval in Hrs/Mns	No Activity	4:26
Due Dates Missed	No Activity	No Activity
% Due Dates Missed	No Activity	0.00%
A5 - Mobile		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	No Activity	No Activity
% Due Dates Missed	No Activity	No Activity
A6 - Feature Group A		
Total Tickets	No Activity	4
Average Interval in Hrs/Mns	No Activity	10:55
Due Dates Missed	No Activity	1
% Due Dates Missed	No Activity	25.00%
A7 - Foreign Exchange		
Total Tickets	29	99
Average Interval in Hrs/Mns	17:10	26:37
Due Dates Missed	1	17
% Due Dates Missed	3.45%	17.17%

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**Quarterly ONA Maintenance Report - Tickets with Due Dates**  
**Qwest**  
**QTR 1 2010**

	<b>AFFILIATE</b>	<b>ALL OTHERS</b>
E1 - Telegraph 75 Baud		
Total Tickets	No Activity	No Activity
Average Interval in Hrs/Mns	No Activity	No Activity
Due Dates Missed	No Activity	No Activity
% Due Dates Missed	No Activity	No Activity
E2 - Telegraph 150 Baud		
Total Tickets	1	14
Average Interval in Hrs/Mns	22:35	19:23
Due Dates Missed	1	3
% Due Dates Missed	100.00%	21.43%

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